



Unemployment Insurance Adjudicator

[Unemployment Insurance Division](#)

Job Announcement Code: 15-01480

[Printable Job Announcement](#)

Deadline

May 8, 2015

Salary Information

Starting salary is between \$33,562 and \$45,936 per year, plus benefits. (Note for current state employees: This position is in pay schedule 12, range 64. Pay upon appointment for current or former employees may vary according to the applicable pay transaction provisions of the compensation rules.). A 12-month probationary period is required.

Introduction

Are you looking for a career with the potential for advancement? Do you thrive in a fast-paced and high-demand environment where initiative and hard work is recognized? We are seeking top-notch candidates who have analytical and fact-finding skills; are able to communicate well with customers, sometimes in potentially difficult situations; and have excellent written communication skills. If this sounds like you, please read on to determine if you are up for the challenge!

Unemployment Benefit Specialist (UBS) positions work in the Unemployment Insurance (UI) Division and are located in Appleton, Eau Claire, Madison and Milwaukee. Free parking is available at all work sites, and public transportation may also be available at some sites.

Intensive training is provided on Unemployment Insurance (UI) procedures, policies, and law, and advancement to higher level UBS positions is dependent on an employee's UI knowledge and ability to handle more complex cases and increasing work loads. The UI Division is currently implementing new technologies to improve and enhance services to UI customers, and new hires will be on the ground floor of this effort.

Veterans are encouraged to apply.

If you have student loans and work full time in a public service job (such as with the State of Wisconsin) you may be eligible for the Public Service Loan Forgiveness Program. For information about this program, please go to <https://studentaid.ed.gov/repay-loans/forgiveness-cancellation/public-service>

The employment register created from this recruitment will be used to fill future vacancies that may occur in these four cities over the next six to twelve months. This register will also be used to fill Project

or Limited Term Employment (LTE) UBS positions. Employees in project appointments may not be eligible for all benefits available to an employee in a permanent position. Employees in LTE positions are not entitled to benefits. Information on Project and LTE employment may be found at https://wisc.jobs/public/links_summary_page.asp?catid=88

Job Duties

Investigate/interview via telephone, individuals who have applied for Unemployment Insurance benefits, their employers and other relevant parties to make a decision regarding eligibility for receipt of unemployment benefits; identify, obtain, and document relevant case facts; apply State UI law, policy and rules in order to prepare and issue formal written decisions that may allow, suspend, or deny benefits; use complex personal-computer-based software systems to track and document individual records, assess individuals' continuing eligibility for benefits, and provide general information about Wisconsin and Federal UI law.

A complete [position description](#) has been provided for your review.

Special Notes

The majority of the positions do not require bilingual skills, but some may be bilingual.

Spanish/English or bilingual Hmong/English. Bilingual Spanish/English positions require the ability to communicate fluently and proficiently orally and in writing with customers from various Spanish linguistic backgrounds, and the ability to proficiently read, understand and interpret communications from various Spanish linguistic backgrounds. Bilingual Hmong/English positions require the ability to communicate fluently and proficiently orally, and occasionally in writing, with customers in Hmong.

Required Knowledge, Skills and Abilities

- Ability to review and analyze facts, identify those that are crucial, and reach a conclusion based on existing factors (e.g., principles, law, policy or similar)
- Ability to read, comprehend, and interpret complex written materials such as laws, rules, policies, procedures, directives
- Ability to learn, study, review and apply new information
- Ability to work in a production environment that relies on quick and correct analysis and decision-making to meet production goals
- Ability to perform basic mathematical computations, including addition, subtraction, multiplication and division
- Oral communication skills, including skill in listening
- Ability to prepare clear, concise, and grammatically correct written communications that summarize facts and resolve issues
- Ability to work independently and exercise independent judgment
- Skill in planning and organizing work in order to perform multiple, often conflicting, tasks and meet work deadlines
- Ability to get along well with others in a work environment
- Knowledge of methods to effectively deal with customers, or others, who are under stress, experiencing negative emotions, etc.
- Knowledge of methods to handle and control conflict

- Ability to use personal or mainframe computers and complex, specialized computer-based software programs (e.g., Microsoft Windows applications such as Word, Excel, etc.)
- Keying, typing skills
- Ability to work at a computer for long periods of time

Background Check

Due to the nature of this position, a criminal background check and other background checks will be conducted prior to making an offer of employment.

How to Apply

You are required to apply and take an examination online. The exam is available at [WiscJobs](#). Before you begin the on-line exam process, please use the "Preview Exam" feature to determine if you are interested in and qualified for this position.

Questions regarding the examination may be directed to Christine Goslawski at (608) 266-8332 or CMGJobs@dwd.wi.gov.

Application/examination materials must be completed and finalized on-line by 11:59 p.m. on the deadline date. The application materials you submit are considered to be an examination. The materials will be evaluated and scored by a panel of experts, and the most qualified applicants will be invited to participate in the next stage of the recruitment process. All applicants, including those eligible for transfer, demotion or reinstatement, will be required to participate in the application/exam process described above.